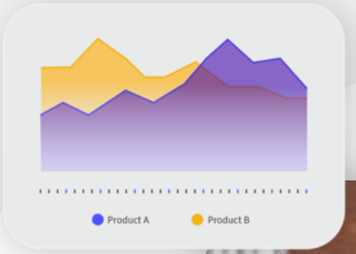


CLOUDSUITE SOLUTIONS

INDUSTRY SPECIFIC

Innsikt i prosesser med Infor Process Mining

Hallgeir Øvrebust
VP Advanced Services

March, 2026

Process Mining Software Market

No of Pages: 140

FORTUNE BUSINESS INSIGHTS

HISTORICAL PERIOD	BASE YEAR	FORECAST PERIOD	CAGR
2021-2024	2025	2026-2034	34.40%

Process Mining Software Market

GLOBAL MARKET SIZE

USD 3.66 BILLION
2025

USD 5.45 BILLION
2026

USD 58.18 BILLION
2034

North America Process Mining Software Market Size, 2025

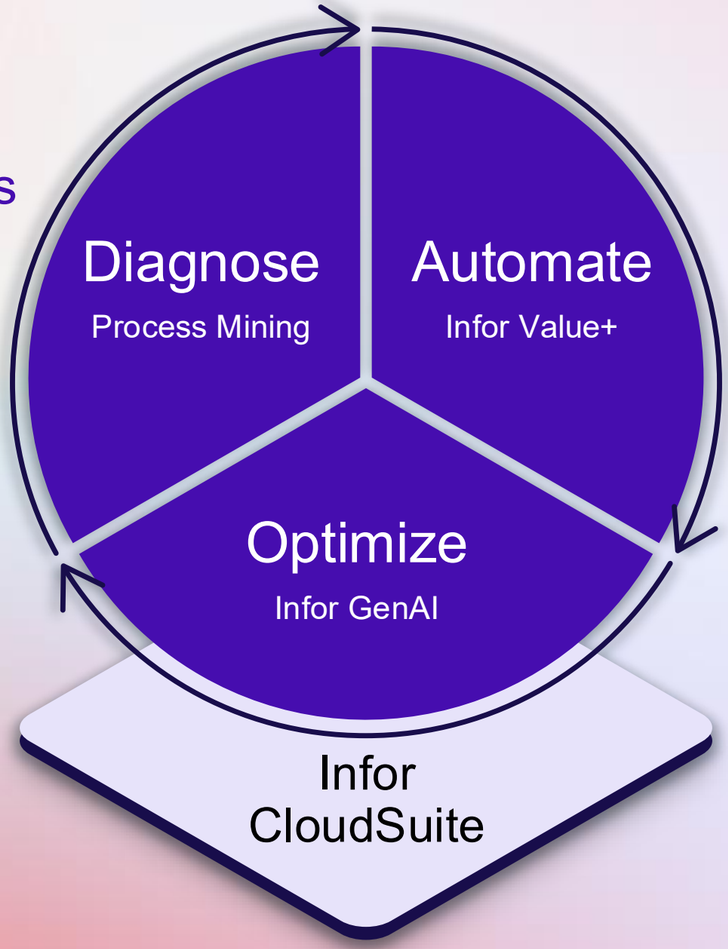
SEGMENTATION

1. By Deployment
2. By Enterprise Type
3. By Application
4. By End-user
5. By Region

infor

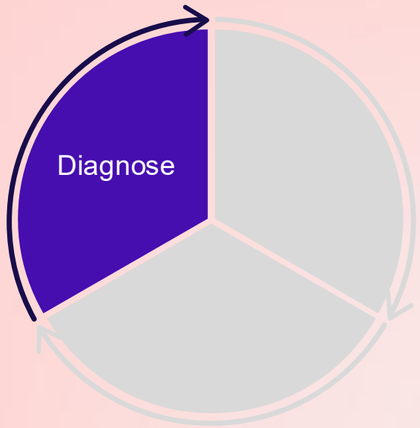
Infor Velocity Suite
makes process innovation easy and impactful

First, Process Mining identifies inefficiencies in your existing processes



Then you select the Value+ automation solutions that Infor implements for you

Finally, Infor GenAI optimizes your processes for maximum productivity

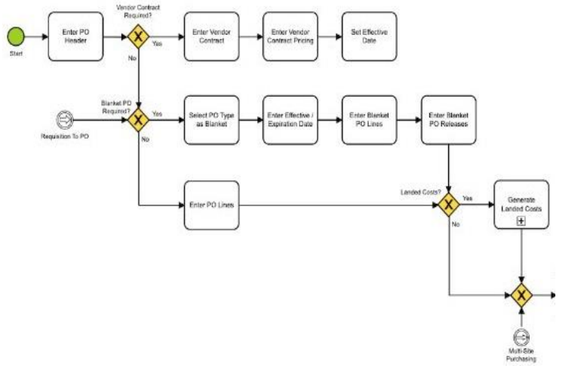


Infor Process Mining

provides process insights in record time

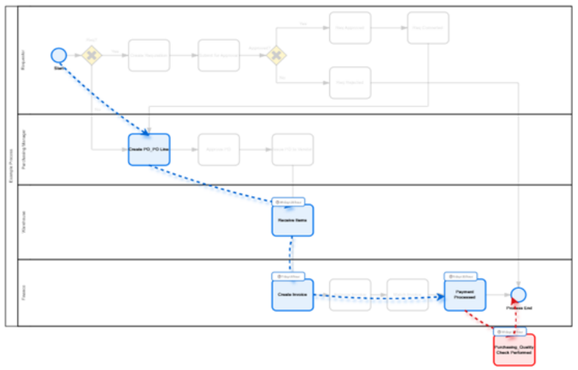
Harness process discovery

Gain deep insights into your operational processes and explore how they are executed with precision



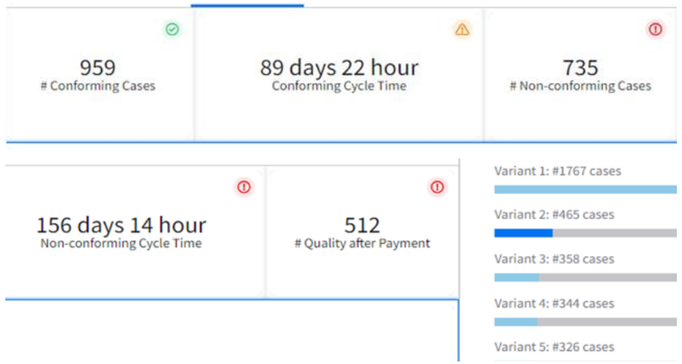
Uncover non-conforming variants

Uncover process inefficiencies by identifying non-conforming variants that diverge from your standard process model



Identify critical bottlenecks

Streamline operations by pinpointing time-consuming activities in your process



Performance excellence with industry benchmarking

Difference between process intelligence and traditional BI

Process Intelligence and Business Intelligence are complimentary to each other.

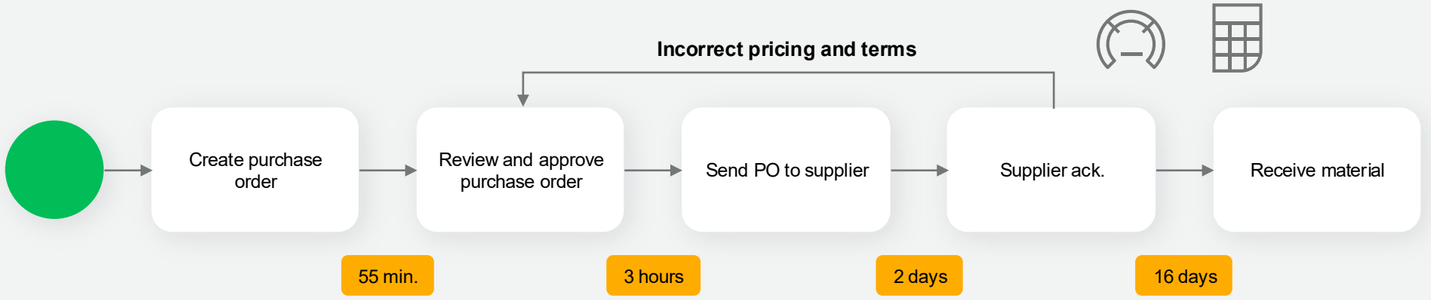
In general, the difference is in the root cause analysis.
Traditional BI is very good at providing “**What**” and “**When**” analysis of data, i.e., what is my sales margin or supplier lead time, over time.

Process Mining helps with identifying the “**Why**”, by visualizing the business process that impacts the KPI and inform the organization of issues, non-conformance, bottlenecks that are negatively affecting the business performance, and identify opportunities for improvement (continuous).

Business Intelligence

19 days Vendor lead time

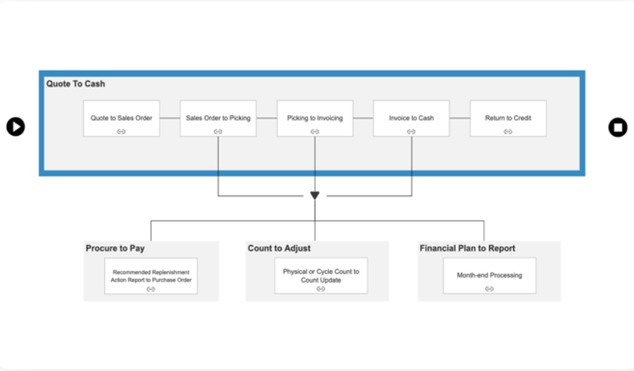
Process Intelligence



Infor Process Intelligence

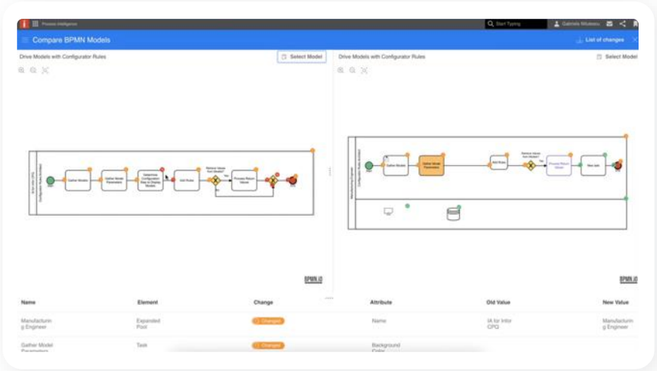
Infor Process Viewer

- Take advantage of included industry specific business process models covering standard solution capabilities, integrated with Infor CloudSuites



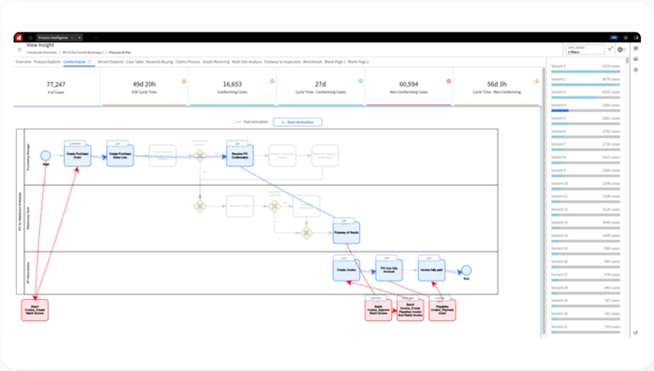
Infor Process Modeler

- Extend the industry specific business process model with your own content
- Improve the adoption of the organization's documented processes



Infor Process Mining

- Gain unparallel visibility into business processes in record time
- Bridge gap between process models and actual process execution
- Optimize business process operations based on empirical data



End-to-End Use Case: Process Mining + Automation

Procure to Pay

1 Process

Request → Source → Receive → Process Invoice → Pay

2 Challenges

- Incomplete purchase requisitions
- Off-contract purchasing
- Invoice discrepancies

3 Diagnose…

Process Mining insights

- % of purchases made from non-contracted suppliers
- % of procurement transactions bypassed
- Non-compliance
- Non-conformance
- Bottlenecks
- % of suppliers missing delivery timelines
- % of invoices delayed due to mismatches

…automate and optimize

Infor Value+ solutions leveraging Infor GenAI

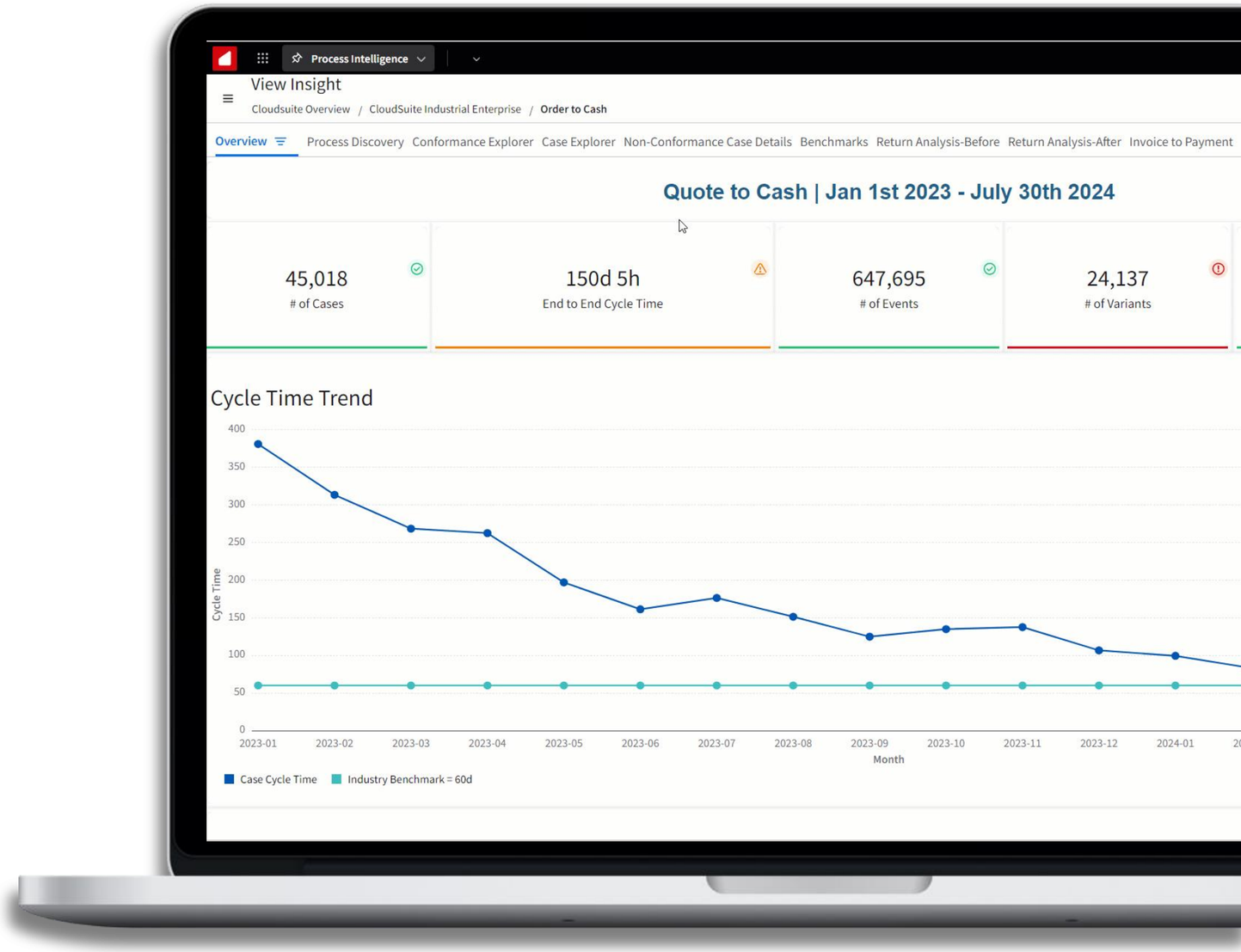
- Proof of Delivery Digitization
- Invoice Processing Automation
- AR Credit Manager Advanced Workspace
- Customer Ordering Insights

Demo:
Infor Process Mining

Real life, actual customer data

- Scrubbed & anonymised of course!
  - Customer, supplier & usernames removed

Let's see it in action!

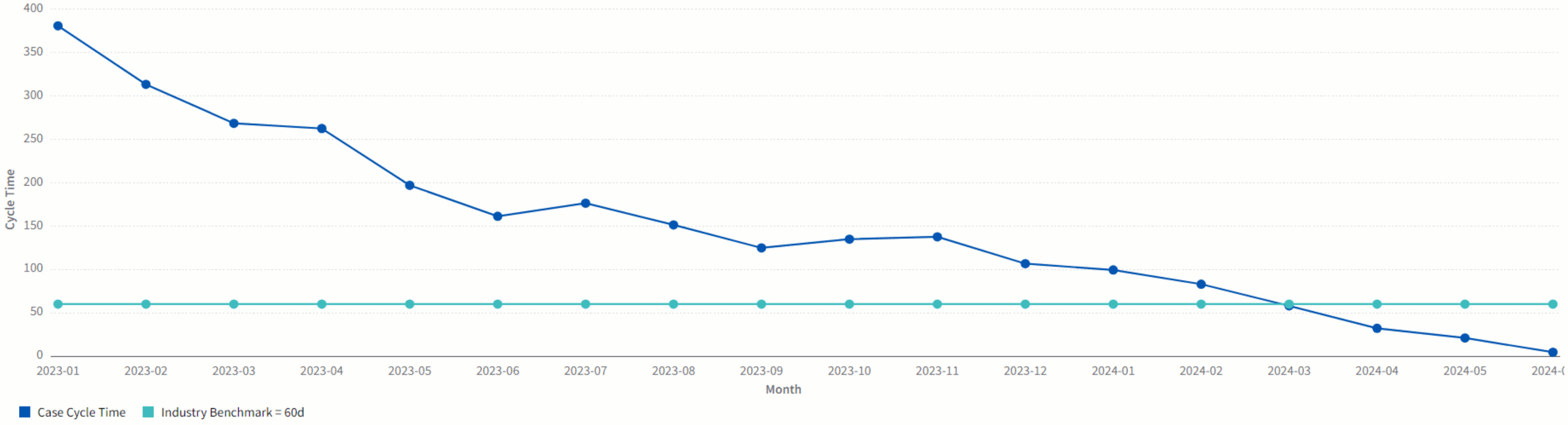


View Insight

Quote to Cash | Jan 1st 2023 - July 30th 2024

45,018	150d 5h	647,695	24,137	$93.95M
# of Cases	End to End Cycle Time	# of Events	# of Variants	Total Sales Value

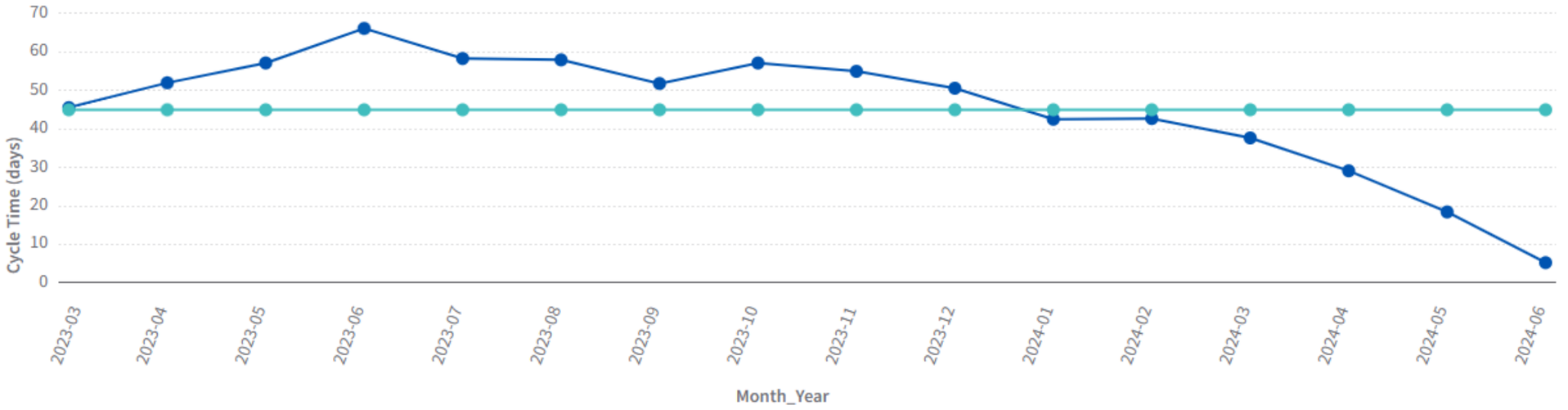
Cycle Time Trend



Procure to Pay Insights

91,299	45d 12h	774,481	4,500	$830.58M	3
# of Cases	E2E Cycle Time	# of Events	# of Variants	Total Spend	# of Divisions

Procure to Pay Cycle Time Vs Industry



Case Count Trend

Process Summary powered by GenAI

Select Pages to Summarize

Overview

Procure to Pay Process Mining Analysis

Page 1: Procure to Pay Insights Overview

Key Performance Metrics:
• **Total case volume**: 91,299 cases processed with 774,481 events across 4,500 variants, indicating high process complexity
• **End-to-end cycle time**: 45 days 12 hours, which exceeds the industry benchmark of 45 days by approximately 12 hours
• **Total spend**: $830.58M across 3 divisions, representing substantial financial impact
• **Process efficiency**: Only 15.3% of cases (13,953) follow the common path, suggesting significant process deviation

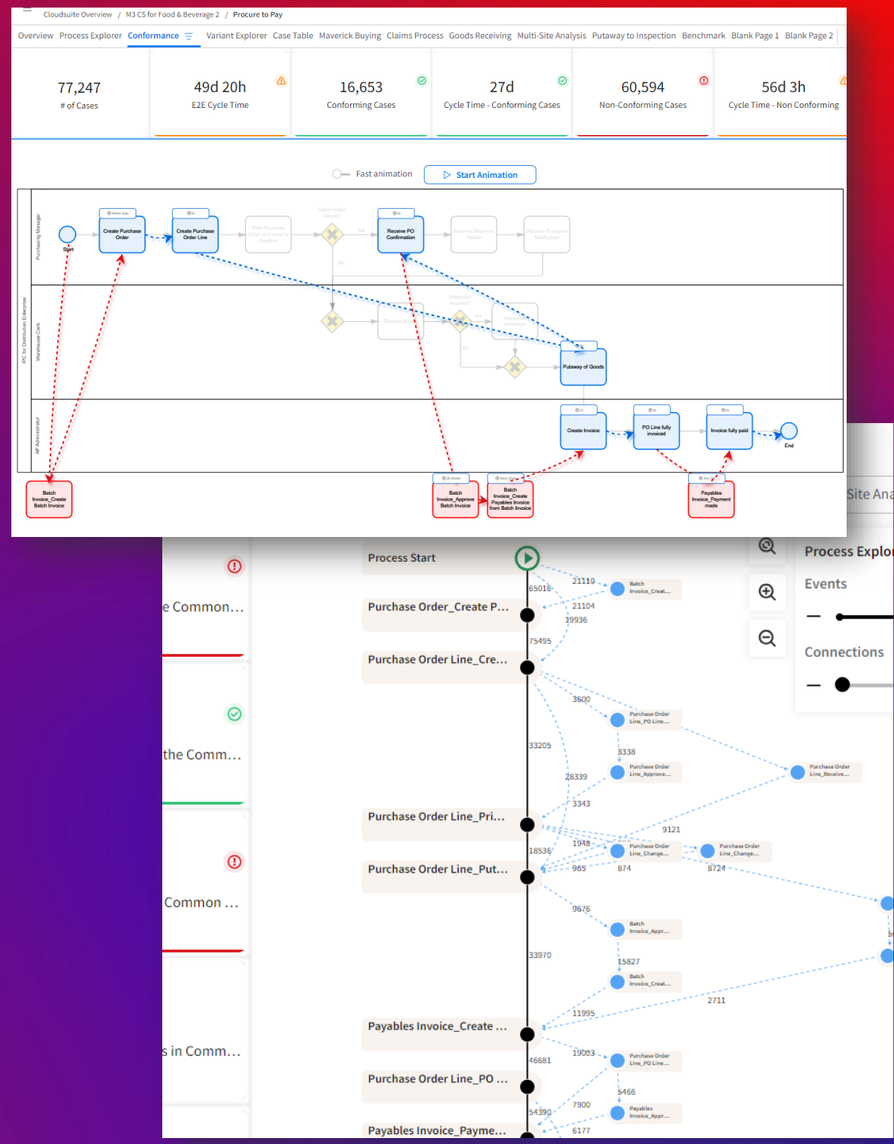
Cycle Time Performance Trends:
• **Dramatic improvement trajectory**:

Responses generated by AI may not always be accurate. Verify the information.

Close

Procure to Pay– Process Mining Playbook

A structured methodology for analyzing the P2P process utilizing Infor Process Intelligence.



1. Define Objectives & KPIs

Every successful process mining initiative begins with clear objectives. Establish what success looks like before diving into the data.

Business Goals:

- Clarify strategic priorities: Faster approvals, Fewer invoice exceptions, Faster Goods receipt, shorter E2E P2P cycle

Core KPIs:

- PO Cycle time, GR timeliness, Invoice Match rate, Exception rate, Process variants?

Baseline Metrics:

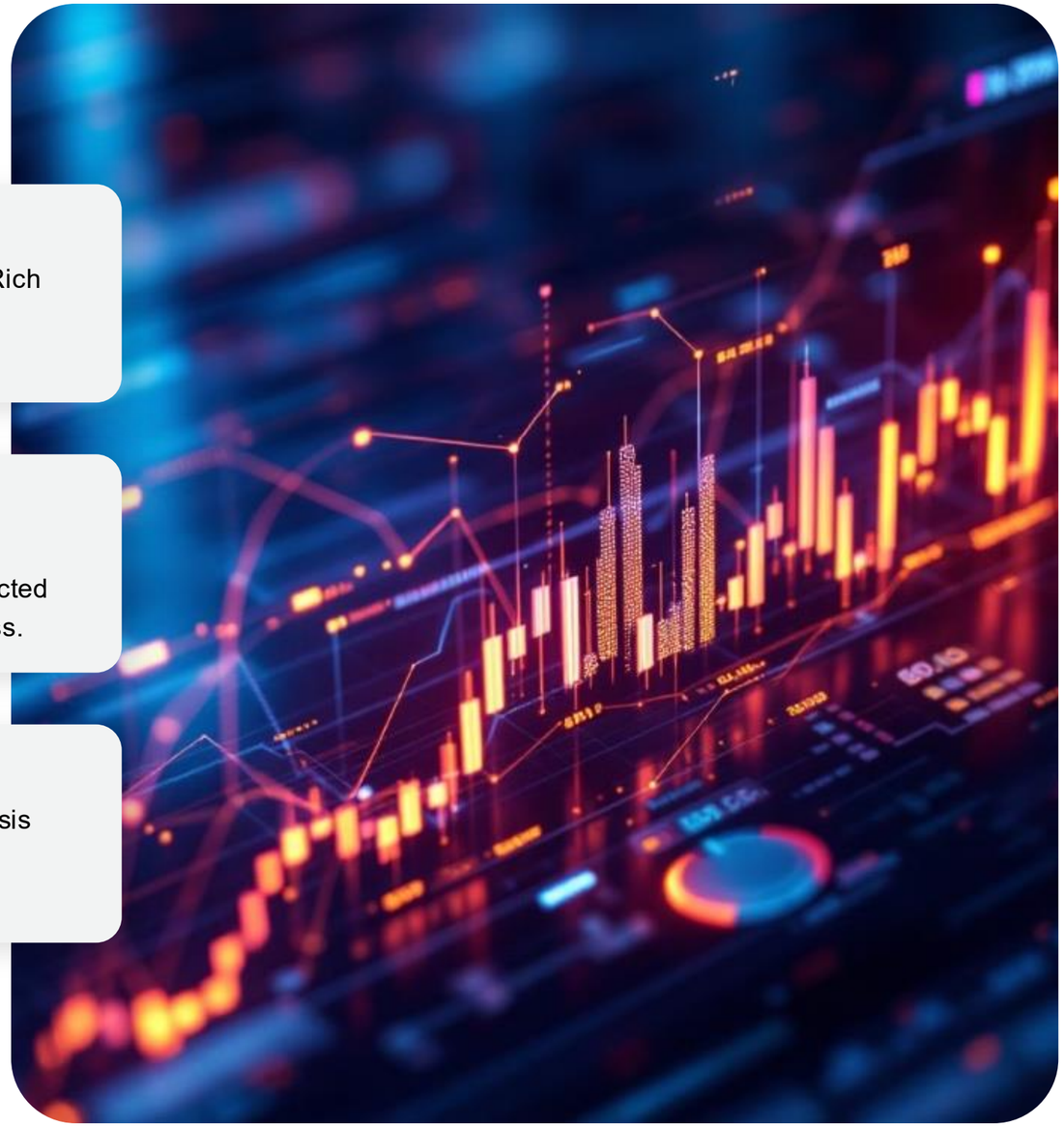
- Document current performance levels to measure improvement impact.

2. Data preparation & Loading

Select the Right Event Attributes
Ensure all key dimensions are included to enable meaningful slicing and dicing. Rich attributes enable deeper diagnostics and variant comparision.

Validate Data Vizualization & Event Sequences
Check how the process is rendered in the process mining tool. Confirm that the displayed flow aligns with real M3 business logic. Look for missing steps, unexpected activity jumps, incorrect sequencing, or events falling outside the standard process.

Detect and Resolve Data Discrepancies
Identify and correct issues if any. Data inconsistencies create blind spots in analysis and must be resolved before insights can be trusted.



3. Use Standard P2P Insights

Gain instant insights with a high-level overview powered by GEN AI

Start with the Templates
Leverage Infor's pre-built P2P process templates as your foundation.

Visualize Flow & Deviations
Map the standard process path and identify where reality diverges from design.

Customize BPMN model
Adapt the model for the business, what are the conforming and non-conforming events.

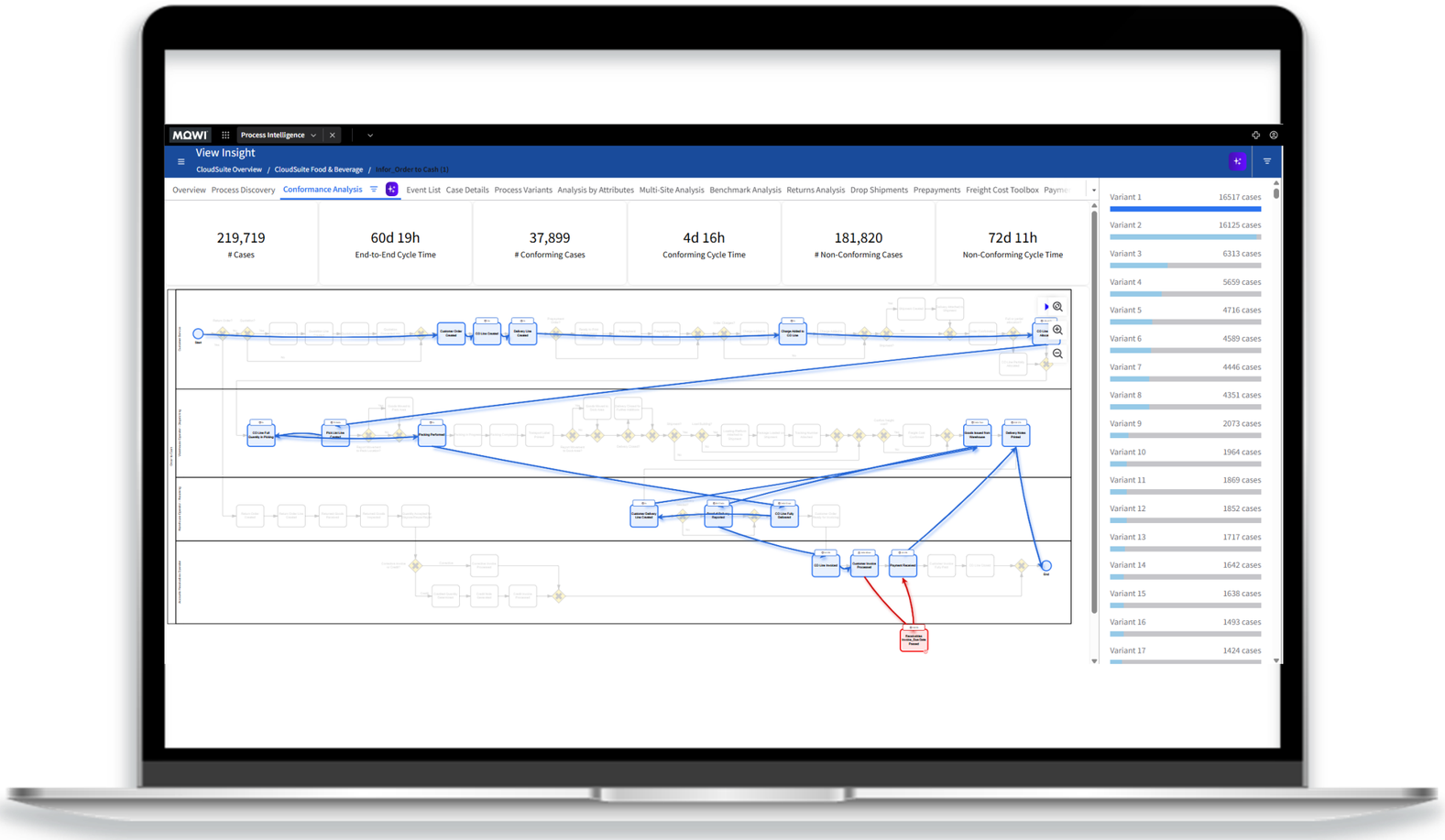
4. Process Discovery & Variants

Uncover how your O2C process actually executes in practice. The gap between designed process and reality reveals improvement opportunities.

Review Real Paths
Visualize all actual execution paths through your P2P process.

Analyze Variants
Distinguish between frequent, efficient variants and rare, problematic deviations.

Flag Issues
Highlight rework loops, process skips, and unnecessary steps that erode efficiency.



5. Bottleneck & Delay Analysis

Measure Cycle Times

- Calculate duration between each critical process milestone to identify where time is lost.

Pinpoint Wait Times(Bottle necks)

- By sub-process
- By attribute-based root cause analysis(Supplier, buyer, warehouse, items etc)

Quantify Gaps

- Compare actual performance against targets and industry benchmark as well as internal benchmarks.

Prioritize impact

- Focus on bottlenecks that affect the highest volume or value of orders.

6. Root Cause Analysis

Correlation Analysis
Link delays to specific attributes: Customer segments, product categories, manufacturing plants, or order characteristics.

Conformance Checking
Identify where actual execution deviates from intended policies and procedures.

Comparative Analysis
Contrast fast-flowing cases against slow ones to understand what drives optimal performance versus what creates friction.

7. Improvement Opportunities

Transform insights into action. Focus on high-impact changes that deliver measurable business value.

UX Changes

Guided workflows
Auto-fill contract data
Highlight missing information

Automation

Automated reminders
Auto-matching
Auto-PO creation
Vendor Compliance Checks

GenAI

AI purchase assistant
AI exception predictor
AI matching engine
AI assistant summarizing late orders

Configuration Changes(M3)

Auto-approval thresholds
Updated tolerance tables
Enforce PO number requirement

Process Streamlining

Reduce approvals
Standardize GR process
Improve supplier compliance

Improvements Outside M3

Warehouse Layout Optimization
Supplier/Production Synchronization
3PL / Transport Partner integration
Customer Behaviour Management
Training & Role Clarification
Demand Planning Optimization

Zahid Group · AI Centre of Excellence · Infor M3

Service Tech Assignment	**Rental Equipment**	**RFQ Reverse Planning**	**O2C Process Mining**	**Demand Forecasting**	**AR Dunning Agent**

4

FINANCE · PROCESS INTELLIGENCE

O2C Process Mining

The diagnosis that makes the other scenarios necessary.

THE PROBLEM

- Allocation is the primary bottleneck: orders committed without stock certainty
- AR past-due sit unmonitored — no proactive customer outreach
- 60%+ of cycle time sits before allocation and after invoicing

BUSINESS CASE

*Process Mining of Zahid Industries' O2C cycle revealed an E2E average of 142 days vs. a 40-50 day APQC benchmark. Two specific gaps were exposed: allocation delays caused by unreliable demand signals, and a 115-day invoice-to-cash tail driven by unmanaged AR past-due. These gaps lead directly to **Scenarios 2, 5 and 6**.*

Allocation Gap Leads to Demand Forecasting (Scenario 5)

Unreliable allocation traced to missing demand intelligence. Fixing the forecast fixes the allocation — this is the upstream intervention the mining identified.

AR Past-Due Leads to GenAI Outreach Agent

AR invoices past due with no proactive collection. A GenAI agent monitors due dates and sends structured reminder emails to customers automatically, escalating on non-response.

Continuous Conformance Monitoring

Process Mining runs ongoing checks against the target O2C flow, alerting process owners the moment a deviation appears — before it compounds into another 142-day cycle.

142→50	2 Fixes	Proactive
Days E2E Target	Allocation + AR Identified	vs. Reactive Collections

Process Mining for Paulig

How to drive process improvement with Process Mining

Johan Bystedt

meridion

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Process Mining at Paulig

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PAULIG
For a life full of flavour.

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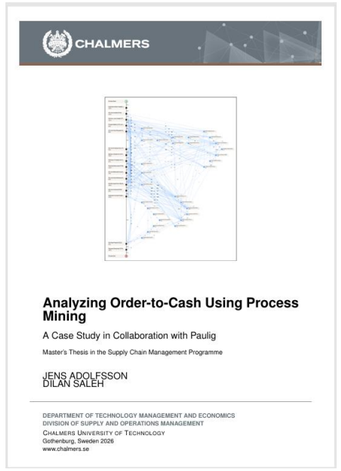
CHALMERS

Analyzing Order-to-Cash Using Process Mining

A Case Study in Collaboration with Paulig

Master's Thesis in the Supply Chain Management Programme

JENS ADOLFSSON
DILAN SALEH

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DIVISION OF SUPPLY AND OPERATIONS MANAGEMENT
CHALMERS UNIVERSITY OF TECHNOLOGY
Gothenburg, Sweden 2026
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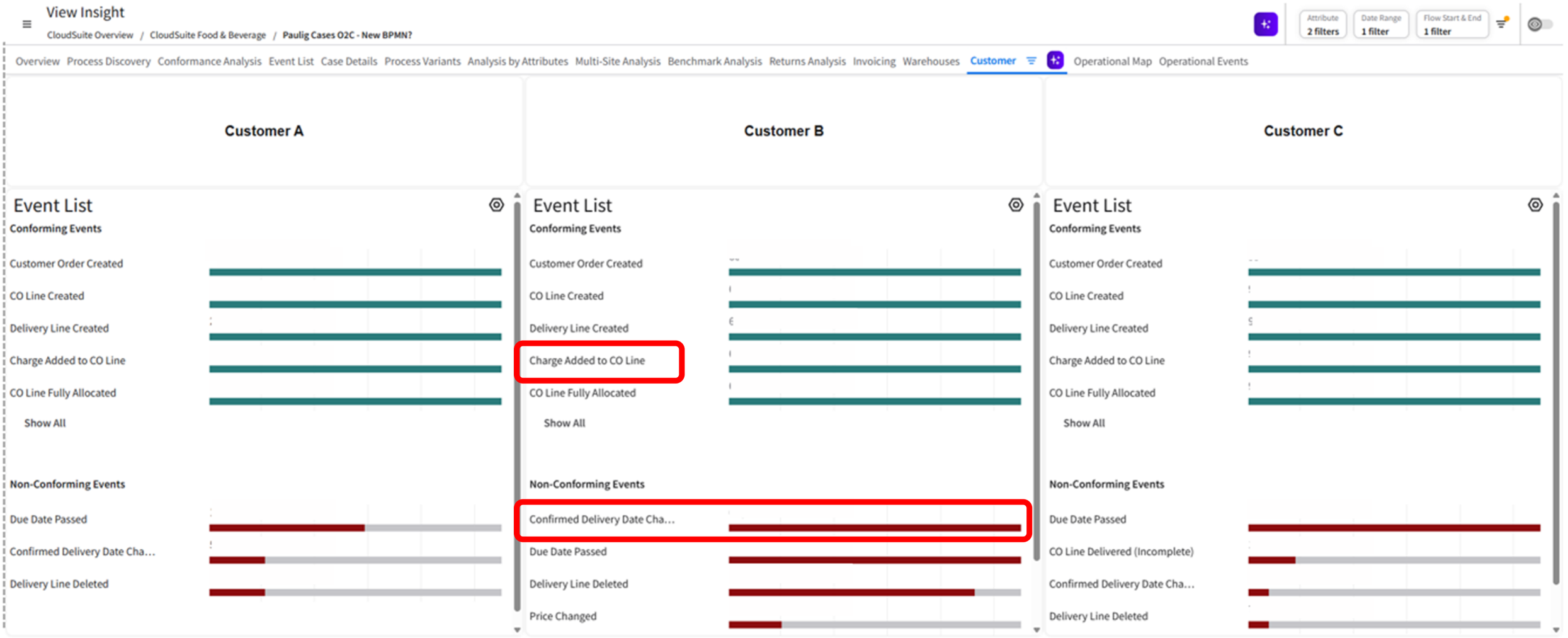
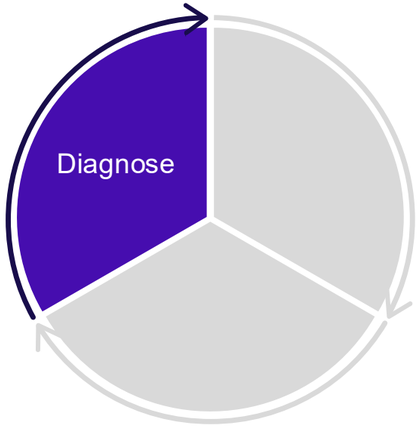
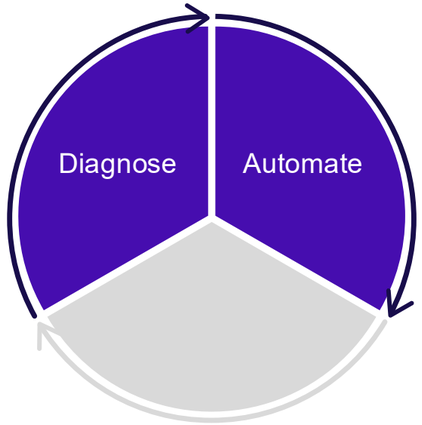

View Insight
CloudSuite Overview / CloudSuite Food & Beverage / Paulig Cases O2C - New BPMN?
Attribute 2 filters
Date Range 1 filter
Flow Start & End 1 filter
Overview Process Discovery Conformance Analysis Event List Case Details Process Variants Analysis by Attributes Multi-Site Analysis Benchmark Analysis Returns Analysis Invoicing Warehouses Customer Operational Map Operational Events
Customer A
Customer B
Customer C
Event List
Conforming Events
Customer Order Created
CO Line Created
Delivery Line Created
Charge Added to CO Line
CO Line Fully Allocated
Show All
Non-Conforming Events
Due Date Passed
Confirmed Delivery Date Cha…
Delivery Line Deleted
Event List
Conforming Events
Customer Order Created
CO Line Created
Delivery Line Created
Charge Added to CO Line
CO Line Fully Allocated
Show All
Non-Conforming Events
Confirmed Delivery Date Cha…
Due Date Passed
Delivery Line Deleted
Price Changed
Event List
Conforming Events
Customer Order Created
CO Line Created
Delivery Line Created
Charge Added to CO Line
CO Line Fully Allocated
Show All
Non-Conforming Events
Due Date Passed
CO Line Delivered (Incomplete)
Confirmed Delivery Date Cha…
Delivery Line Deleted

Process Mining – End to End



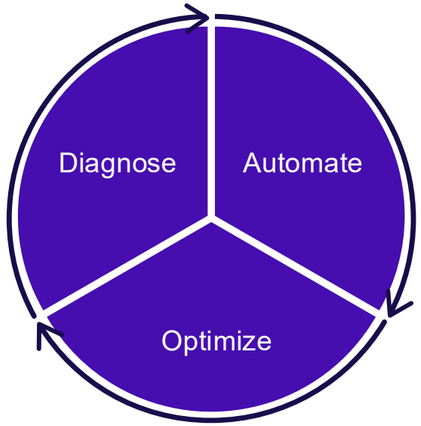
Diagnose

- The charge was added after the order creation.
- Get information of correct charge.
- Set the charge on the order



Automate

- Set the missing charge on the basic data to avoid the problem next order.



Optimize

- Control all orders that also should have a charge, using AI.
- Updata all open orders with correct charge, using AI.

Result

Hours to reduce

353

Order	Event Type	Effort per Event (min)	Current Automation	Event Occurrence	Total Effort (min)	Total Saving Potential (Hrs)	Total Saving Potential (USD)2
1	Customer Order Created	2	0	674	1348	1348	1011
2	CO Line Created	0.5	0	6740	3370	3370	2528
3	Delivery Line Created	0	0	6740	0	0	0
4	Charge Added to CO Line	1	0	6605	6605	6605	4954
5	CO Line Fully Allocated	0.5	0	6673	3336	3336	2502
6	CO Line Full Quantity in Picking	0	0	6673	0	0	0
7	Delivery Closed for Further Additions	0	0	6740	0	0	0
8	Packing in Progress for Delivery	0.1	0	6538	654	654	490
9	Packing Performed	0	0	6740	0	0	0
10	CO Line Delivered (incomplete)	1	0	1281	1281	1281	960
11	CO Line Fully Delivered	0	0	6673	0	0	0
12	Goods Issued from Warehouse	0.1	0	674	67	67	51
13	CO Line Invoiced	0.1	0	674	67	67	51
14	Customer Invoice Processed	0	0	674	0	0	0
15	Due Date Passed	5	0	620	3100	3100	2325
16	Payment Received	2	0	674	1348	1348	1011

View Insight

CloudSuite Overview / CloudSuite Food & Beverage / **Test O2C**

Overview | Process Discovery | Conformance Analysis | Event List | Case Details | Process Variants | Analysis by Attributes | Multi-Site Analysis | Benchmark Analysis | Returns Analysis

Common Path Metrics

0	0s
# Cases	End-to-End Cycle Time

Metrics for Cases Through Common Path

22,238	27d 7h
# Cases	End-to-End Cycle Time

End-to-End Metrics

Process Explorer

Events 100%

Connections 100%

infor

meridion

Conclusion

LESSONS LEARNED

Overwhelming amount of information.

- Require compentence in both the usage of the Process Mining Tool AND an understanding of M3 and the processes.

Velocity Suite Advantage vs a Generic Process Mining Tool

- Easy to make the wrong conclusions without the connections to the M3 Processes.
- Faster Time to Value – with Predefined Process Model - good correlation with the end result.

THOUGHTS - REFLECTIONS

- Use Process Mining as early as possible, include the PM Tool during the project implementation
- Replace Testing, Rethink the implementation model, use Process Mining for verification before Go-Live.
- A huge advantage in the project. Who have run what test case with direct feedback.
- Process Mining is a tool to differentiate and explain the longterm Value of Infor Cloudsuite.

“I'm very impressed that you could show so much insights in our processes within only 2 days without prior knowledge of our business"

Eneli , Process Owner Customer Support, Paulig

infor

meridion

Link to
Master’s thesis

https://odr.chalmers.se/items/02475560-cd4a-4cf7-9393-b25ea6fbc8da